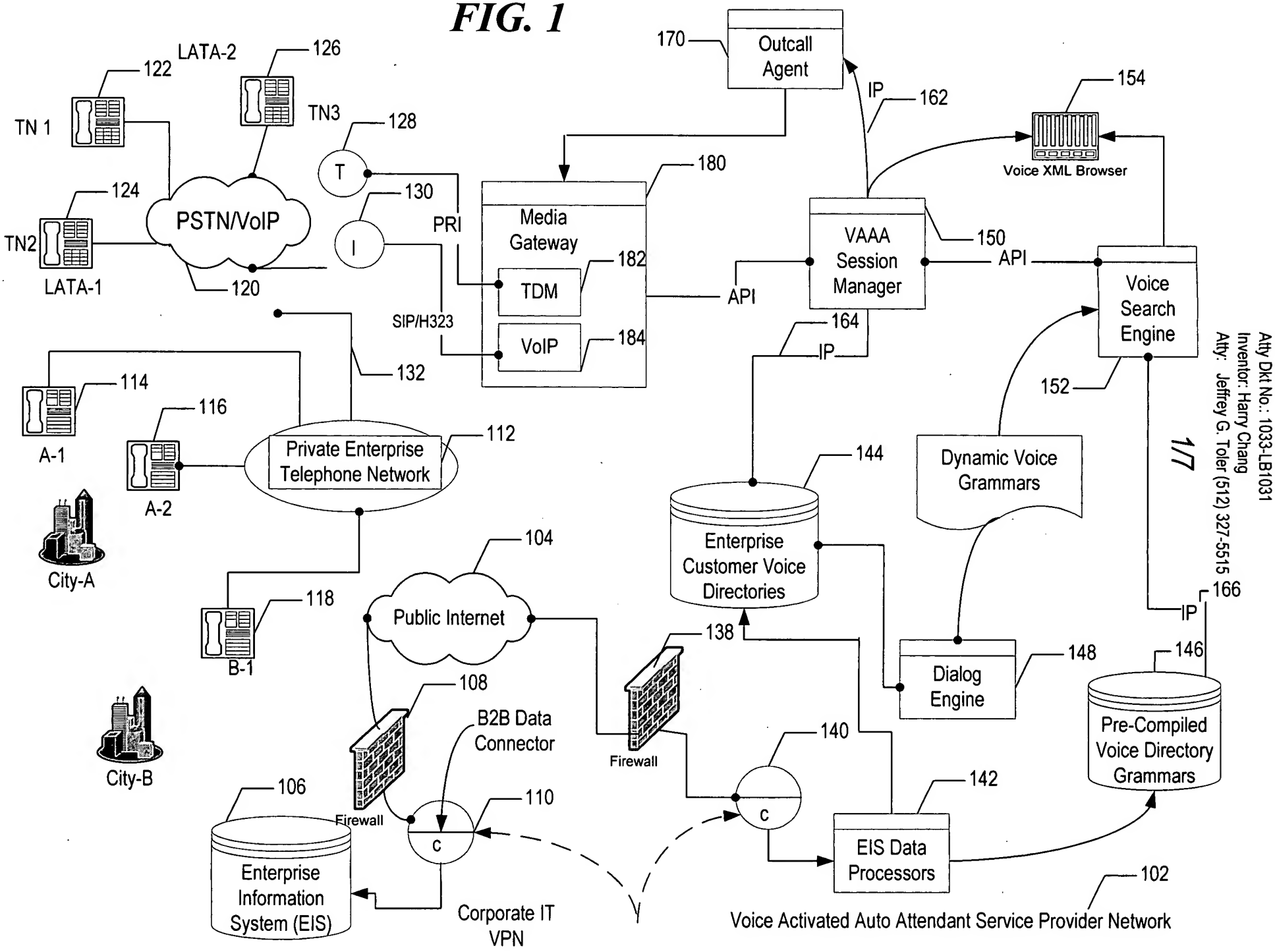
FIG. 1



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Atty Dkt No.: 1033-LB1031
Inventor: Harry Chang
Atty: Jeffrey G. Toler (512) 327-5515

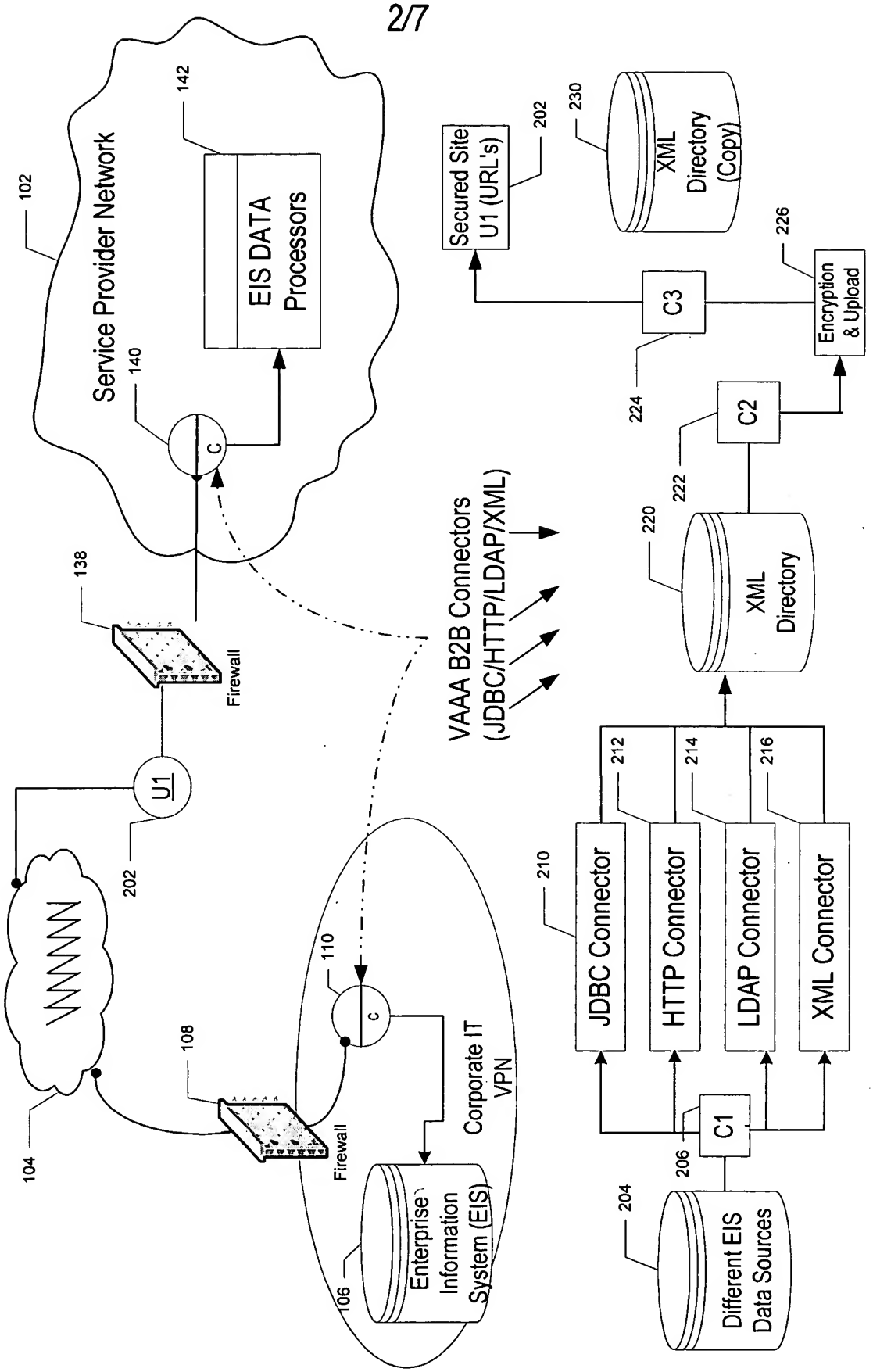
Service Provider Network
102
142
EIS DATA Processors
140
C
138
Firewall
U1
202
104
108
Firewall
110
C
Corporate IT VPN
Enterprise Information System (EIS)
106
VAAA B2B Connectors
(JDBC/HTTP/LDAP/XML)
Secured Site U1 (URL's)
202
230
XML Directory (Copy)
226
Encryption & Upload
C3
224
C2
222
220
XML Directory
210
JDBC Connector
212
HTTP Connector
214
LDAP Connector
216
XML Connector
C1
206
204
Different EIS Data Sources

FIG. 2

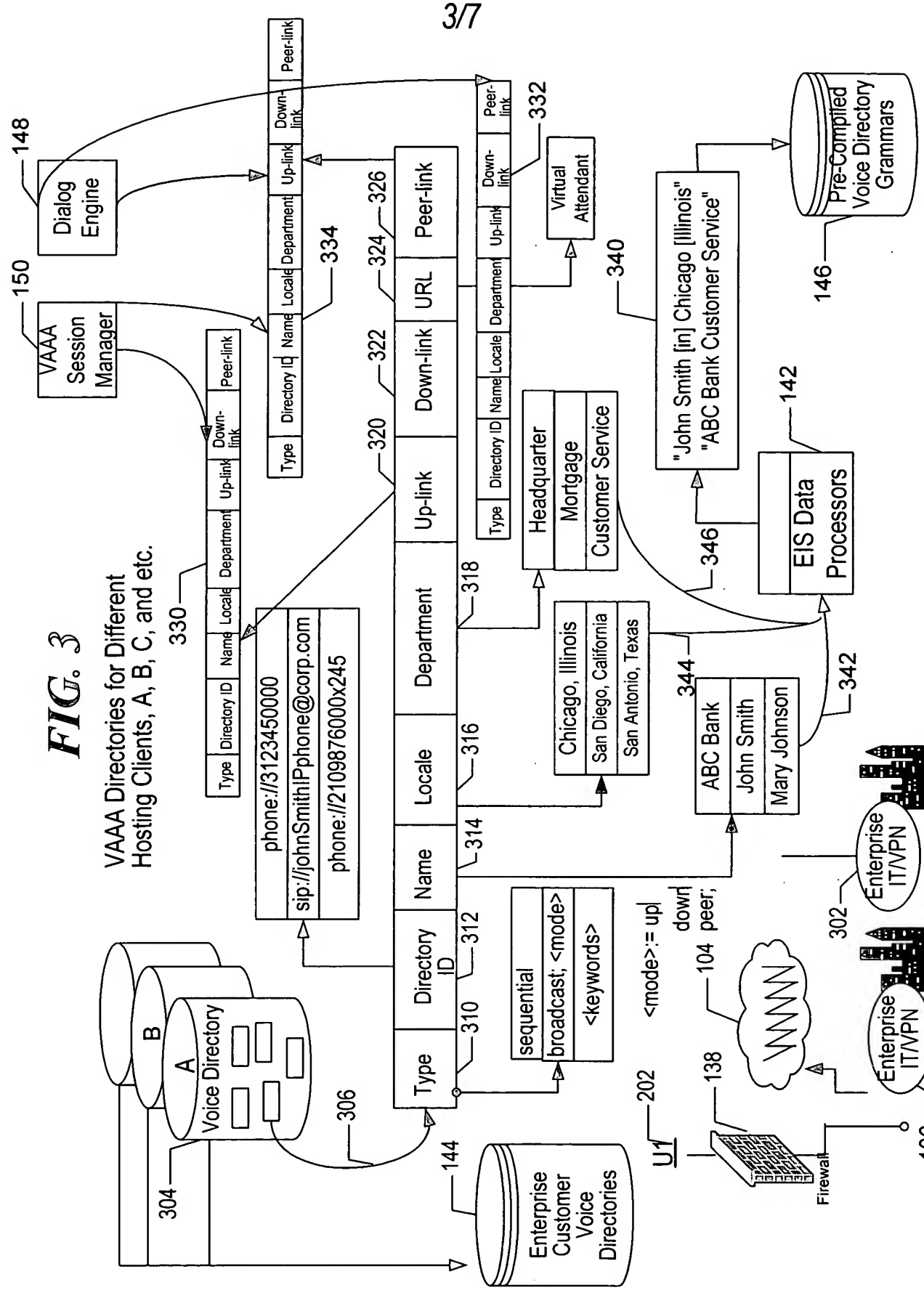

FIG. 3

VAAA Directories for Different Hosting Clients, A, B, C, and etc.

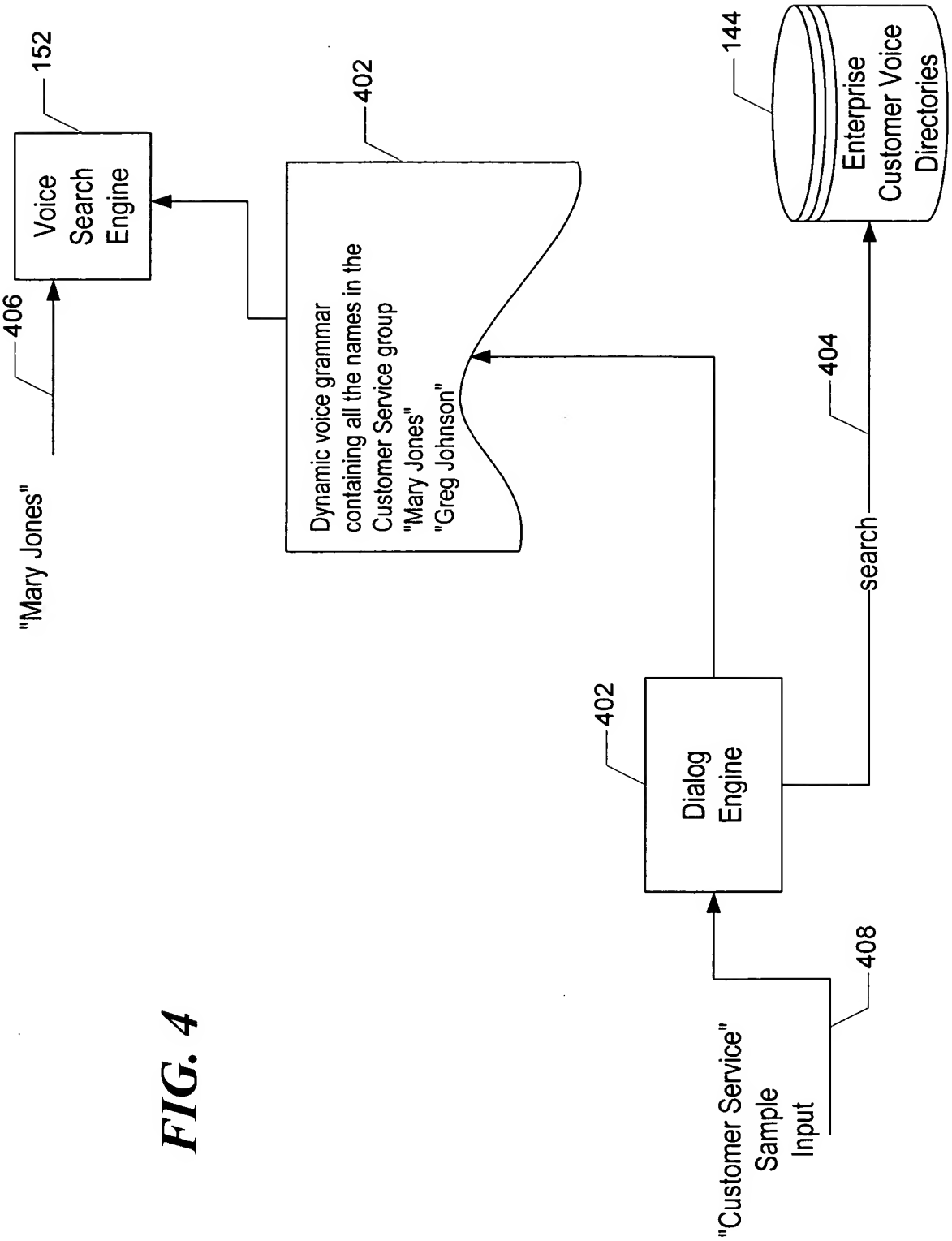
152
Voice Search Engine
402
Dynamic voice grammar containing all the names in the Customer Service group
"Mary Jones"
"Greg Johnson"
144
Enterprise Customer Voice Directories
406
"Mary Jones"
404
search
402
Dialog Engine
"Customer Service" Sample Input
408

FIG. 4

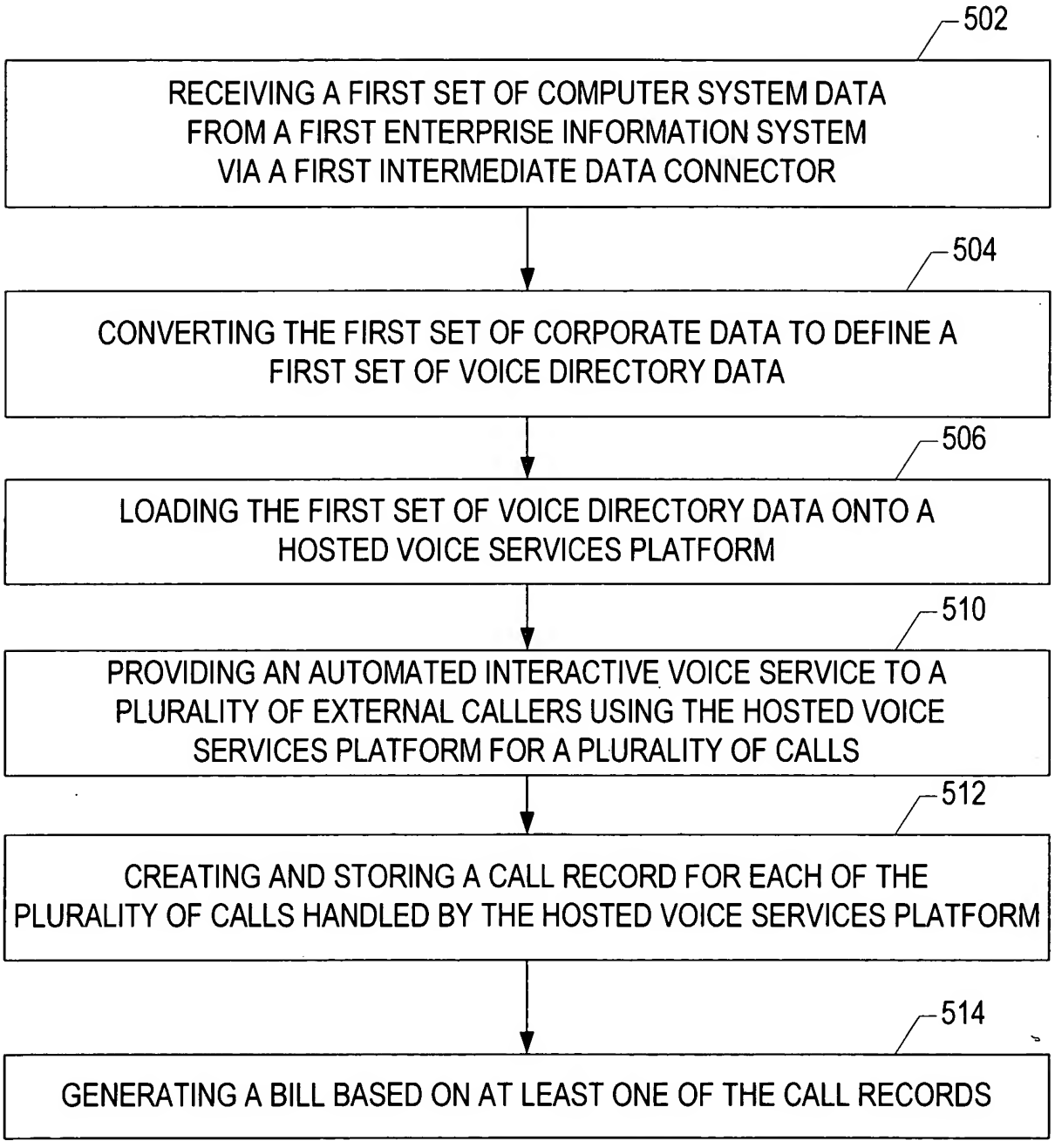
502
RECEIVING A FIRST SET OF COMPUTER SYSTEM DATA FROM A FIRST ENTERPRISE INFORMATION SYSTEM VIA A FIRST INTERMEDIATE DATA CONNECTOR
504
CONVERTING THE FIRST SET OF CORPORATE DATA TO DEFINE A FIRST SET OF VOICE DIRECTORY DATA
506
LOADING THE FIRST SET OF VOICE DIRECTORY DATA ONTO A HOSTED VOICE SERVICES PLATFORM
510
PROVIDING AN AUTOMATED INTERACTIVE VOICE SERVICE TO A PLURALITY OF EXTERNAL CALLERS USING THE HOSTED VOICE SERVICES PLATFORM FOR A PLURALITY OF CALLS
512
CREATING AND STORING A CALL RECORD FOR EACH OF THE PLURALITY OF CALLS HANDLED BY THE HOSTED VOICE SERVICES PLATFORM
514
GENERATING A BILL BASED ON AT LEAST ONE OF THE CALL RECORDS

FIG. 5

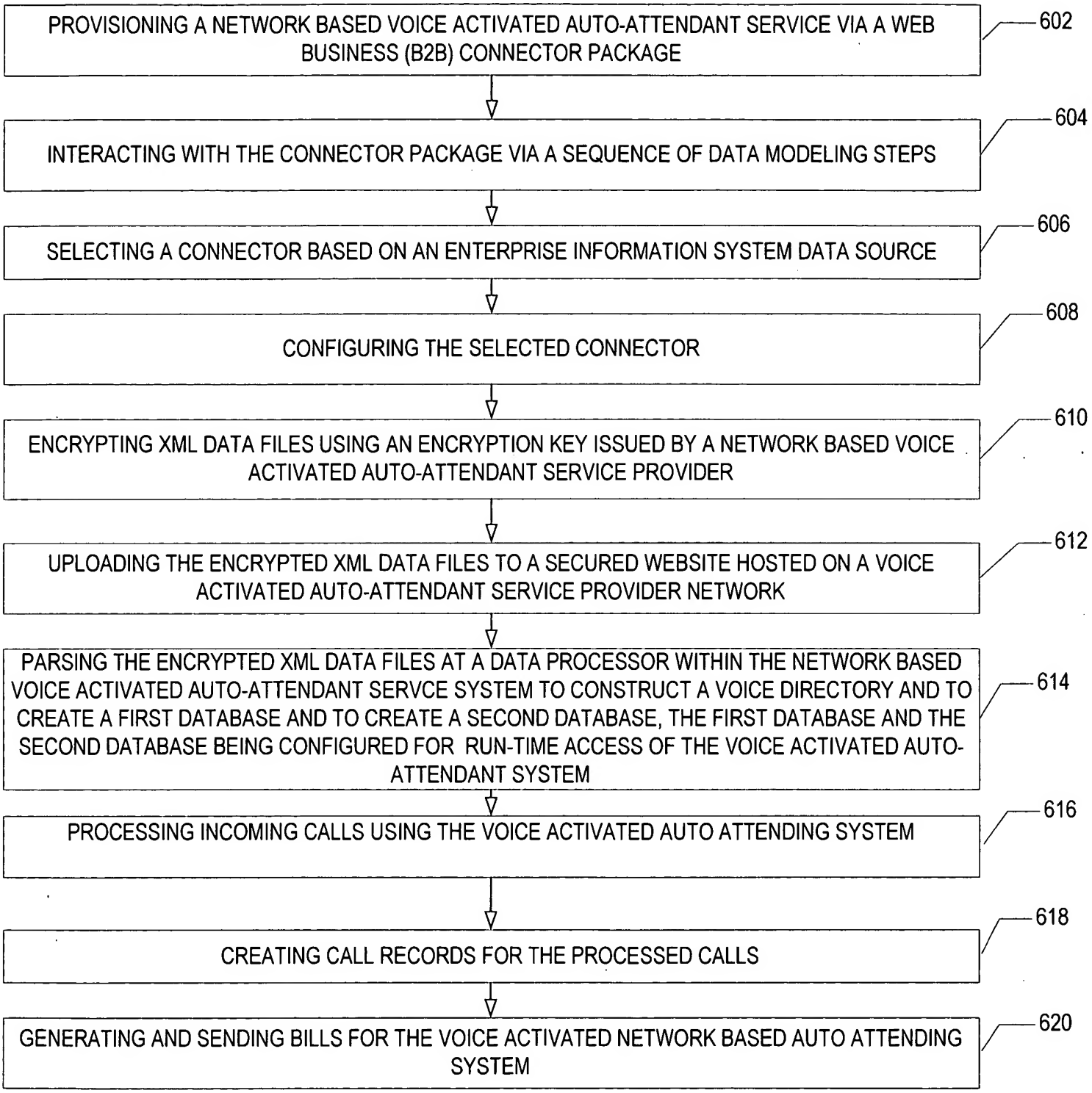
PROVISIONING A NETWORK BASED VOICE ACTIVATED AUTO-ATTENDANT SERVICE VIA A WEB BUSINESS (B2B) CONNECTOR PACKAGE
602
INTERACTING WITH THE CONNECTOR PACKAGE VIA A SEQUENCE OF DATA MODELING STEPS
604
SELECTING A CONNECTOR BASED ON AN ENTERPRISE INFORMATION SYSTEM DATA SOURCE
606
CONFIGURING THE SELECTED CONNECTOR
608
ENCRYPTING XML DATA FILES USING AN ENCRYPTION KEY ISSUED BY A NETWORK BASED VOICE ACTIVATED AUTO-ATTENDANT SERVICE PROVIDER
610
UPLOADING THE ENCRYPTED XML DATA FILES TO A SECURED WEBSITE HOSTED ON A VOICE ACTIVATED AUTO-ATTENDANT SERVICE PROVIDER NETWORK
612
PARSING THE ENCRYPTED XML DATA FILES AT A DATA PROCESSOR WITHIN THE NETWORK BASED VOICE ACTIVATED AUTO-ATTENDANT SERVCE SYSTEM TO CONSTRUCT A VOICE DIRECTORY AND TO CREATE A FIRST DATABASE AND TO CREATE A SECOND DATABASE, THE FIRST DATABASE AND THE SECOND DATABASE BEING CONFIGURED FOR RUN-TIME ACCESS OF THE VOICE ACTIVATED AUTO-ATTENDANT SYSTEM
614
PROCESSING INCOMING CALLS USING THE VOICE ACTIVATED AUTO ATTENDING SYSTEM
616
CREATING CALL RECORDS FOR THE PROCESSED CALLS
618
GENERATING AND SENDING BILLS FOR THE VOICE ACTIVATED NETWORK BASED AUTO ATTENDING SYSTEM
620

FIG. 6

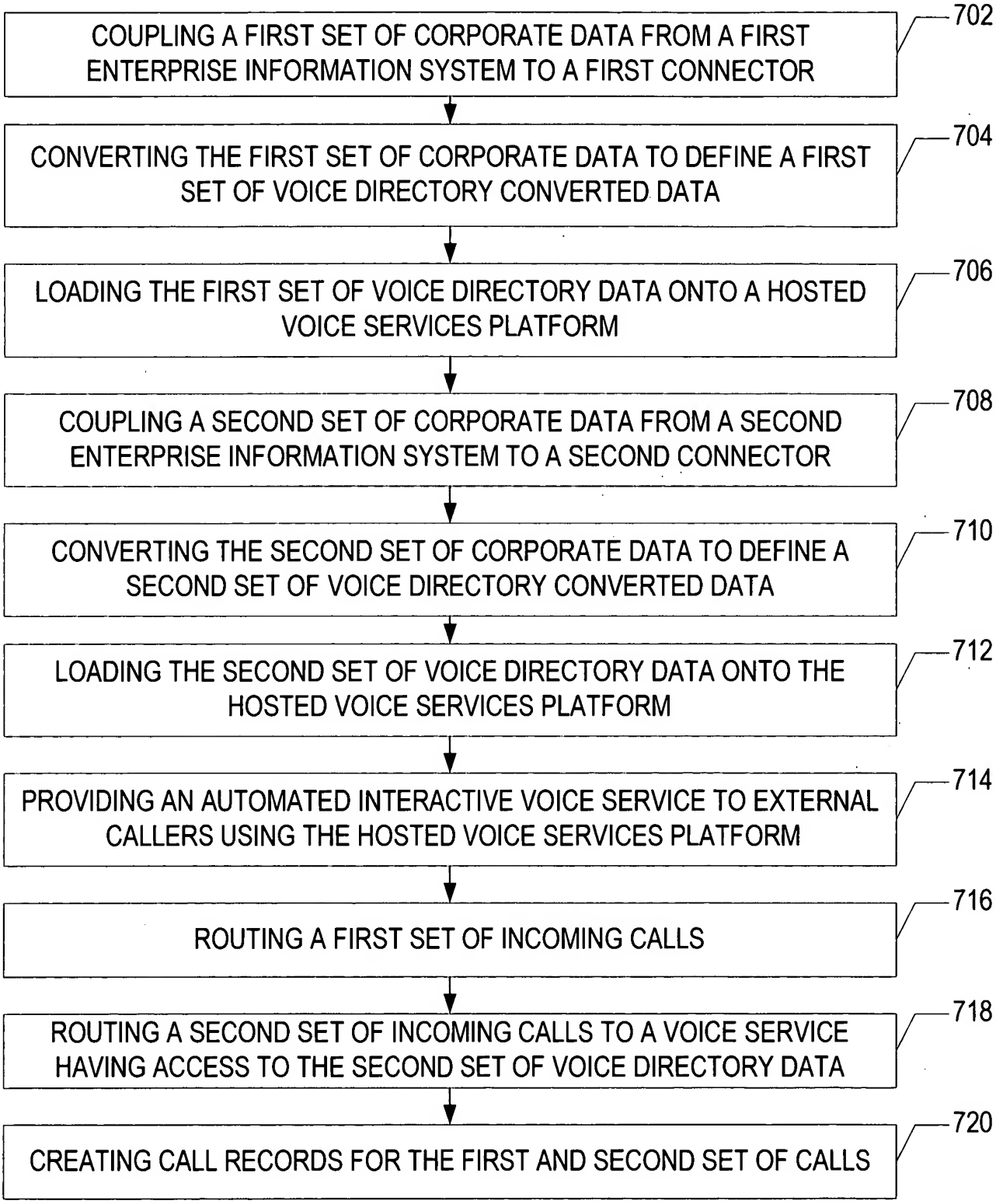
COUPLING A FIRST SET OF CORPORATE DATA FROM A FIRST ENTERPRISE INFORMATION SYSTEM TO A FIRST CONNECTOR
702
CONVERTING THE FIRST SET OF CORPORATE DATA TO DEFINE A FIRST SET OF VOICE DIRECTORY CONVERTED DATA
704
LOADING THE FIRST SET OF VOICE DIRECTORY DATA ONTO A HOSTED VOICE SERVICES PLATFORM
706
COUPLING A SECOND SET OF CORPORATE DATA FROM A SECOND ENTERPRISE INFORMATION SYSTEM TO A SECOND CONNECTOR
708
CONVERTING THE SECOND SET OF CORPORATE DATA TO DEFINE A SECOND SET OF VOICE DIRECTORY CONVERTED DATA
710
LOADING THE SECOND SET OF VOICE DIRECTORY DATA ONTO THE HOSTED VOICE SERVICES PLATFORM
712
PROVIDING AN AUTOMATED INTERACTIVE VOICE SERVICE TO EXTERNAL CALLERS USING THE HOSTED VOICE SERVICES PLATFORM
714
ROUTING A FIRST SET OF INCOMING CALLS
716
ROUTING A SECOND SET OF INCOMING CALLS TO A VOICE SERVICE HAVING ACCESS TO THE SECOND SET OF VOICE DIRECTORY DATA
718
CREATING CALL RECORDS FOR THE FIRST AND SECOND SET OF CALLS
720

FIG. 7